

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-06 12-55-20

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
34	33	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

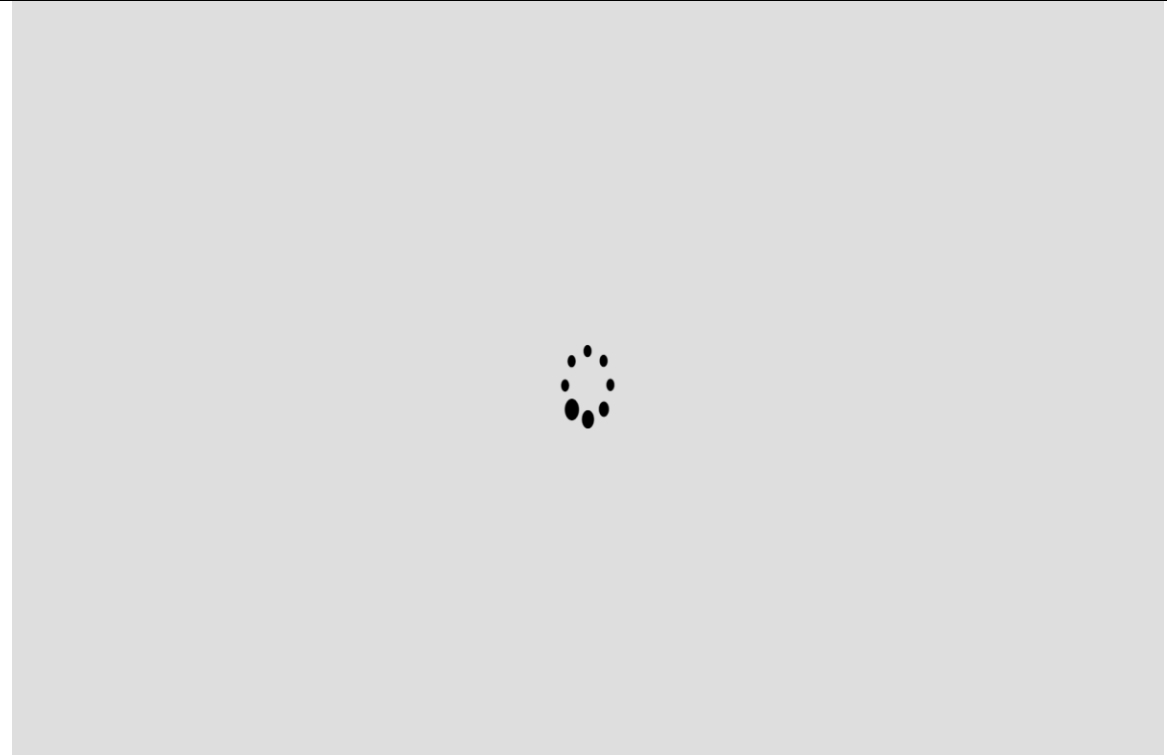
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass


Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



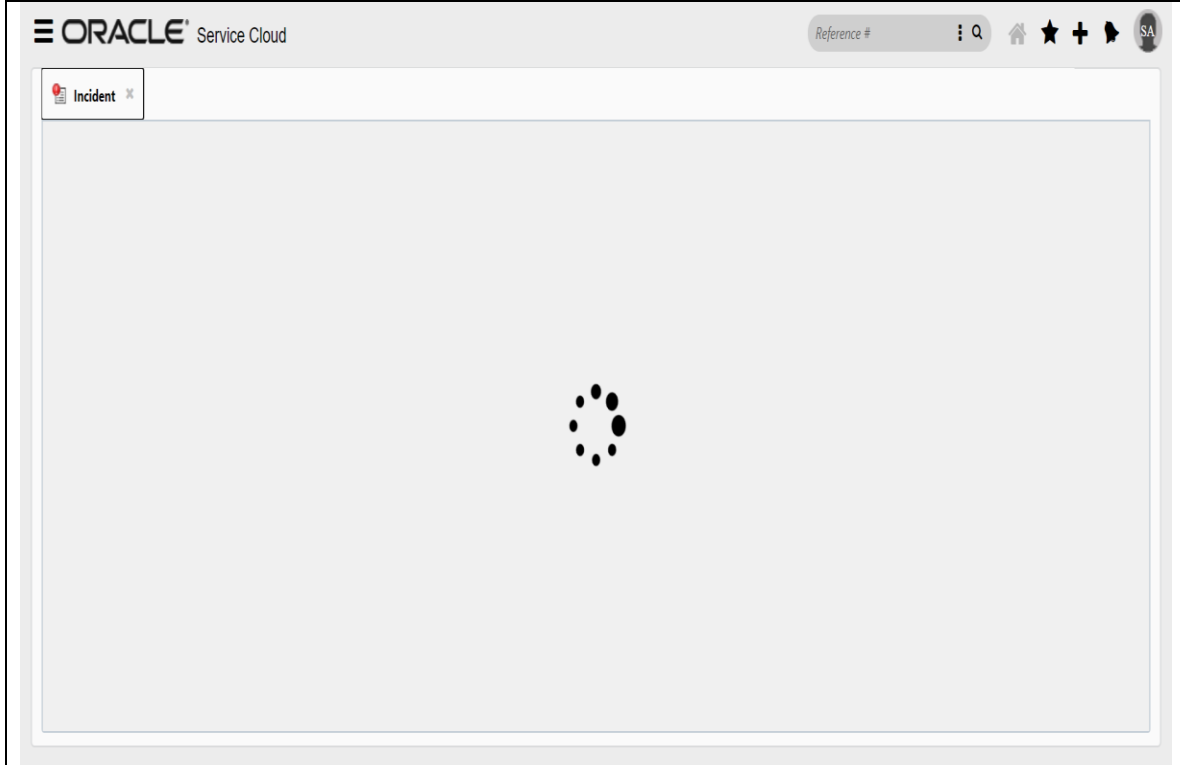
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident_Subject18 is set with text: how this product works, ab92547 product is not functioning properly

Status: Pass

ORACLE Service Cloud

Reference #

200806-000019

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * how this product works, ab92547 product is not functioning properly

Reference # 200806-000019

Contact * [No Value]

Status * Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a specific case. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a tabbed interface shows the 'Summary' tab selected. The case details are as follows:

Field	Value
Subject *	how this product works, ab92547 product is not functioning properly
Reference #	200806-000019
Status *	Open
Assigned	Agent Access > Sys Agent
Disposition	[No Value]
Contact *	Adam Smit
Organization Name	
Product	[No Value]
Category	[No Value]

The interface includes standard action buttons like 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' at the top of the record view. A sidebar on the right contains additional navigation icons.

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is present. The main content area is divided into a left sidebar and a right main panel. The sidebar contains a 'Summary' section with fields for 'Subject', 'Reference #', 'Status', 'Assigned', and 'Disposition'. The 'Assigned' field is currently open, showing a dropdown menu with 'Recent' and 'All' tabs. Under the 'Recent' tab, 'Minhaj Ameen' and 'Sys Agent' are listed, with 'Sys Agent' highlighted. The 'All' tab shows '[No Value]'. The right main panel contains fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]).

Oracle Service Cloud

Reference #

200806-001

Save

Summary

Subject

Reference #

Status

Assigned

Disposition

Recent

Minhaj Ameen

Sys Agent

All

[No Value]

Admin - Full Access

Agent Access

System Agent2

Minhaj Ameen

Sys Agent

Attachments

Audit Log

Contact

Organization Name

Product

Category

Adam Smit

California Federation

[No Value]

[No Value]

Step No:9

Step Description: Click on ab92547

Expected Result: ab92547 should be clicked

Actual Result: The Element: ClickProductList is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a case record for reference # 200806-000019 is shown. The record includes a subject line: 'how this product works, ab92547 product is not functioning properly'. The record is categorized under 'Summary' with tabs for Messages, Contacts, Details, Time Billed, Tasks, Organization, Web Visit, Attachments, and Audit Log. The record details include: Reference # 200806-000019, Contact Adam Smit, Status Unresolved, Organization Name California Federation, Assigned [No Value], Product [No Value], Disposition [No Value], and Category [No Value]. The Category field is highlighted with a blue border.

ORACLE Service Cloud

Reference #

200806-000019

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * how this product works, ab92547 product is not functioning properly

Reference # 200806-000019

Contact * Adam Smit

Status * Unresolved

Organization Name California Federation

Assigned [No Value]

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:10

Step Description: Click on Primary Antibodies

Expected Result: Primary Antibodies should be clicked

Actual Result: The Element: ClickCategory is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case ID '200806-000019' is shown with a close icon. Below the header, there are action buttons: 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs including 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab contains the following fields:

- Subject: how this product works, ab92547 product is not functioning properly
- Reference #: 200806-000019
- Status: Unresolved
- Assigned: [No Value]
- Disposition: [No Value]
- Contact: Adam Smit
- Organization Name: California Federation
- Product: [No Value]
- Category: ab92547

The 'Category' dropdown menu is open, showing the selected value 'ab92547'.

Step No:11

Step Description: WaitTime

Expected Result: WaitTime

Actual Result: The browser had waited (hard wait) for: 5 seconds

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #' and a magnifying glass icon. On the right, there are icons for home, star, plus, and a user profile labeled 'SA'. Below the header, a breadcrumb trail shows '200806-000019'. A toolbar includes 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab displays a form with the following fields: 'Subject' (how this product works, ab92547 product is not functioning properly), 'Reference #' (200806-000019), 'Status' (Unresolved), 'Assigned' ([No Value]), 'Disposition' ([No Value]), 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' (Primary Antibodies). The 'Category' dropdown menu is open, showing 'Primary Antibodies' as the selected option.

Step No:12

Step Description: select the Queue

Expected Result: select the Queue

Actual Result: invalid element state

(Session info: chrome=84.0.4147.105)

Build info: version: '3.141.59', revision: 'e82be7d358', time: '2018-11-14T08:25:53'

System info: host: 'ANITTALA', ip: '192.168.0.105', os.name: 'Windows 10', os.arch: 'amd64', os.version: '10.0', java.version: '13.0.1'

Driver info: org.openqa.selenium.chrome.ChromeDriver

Capabilities {acceptInsecureCerts: false, browserName: chrome, browserVersion:

84.0.4147.105, chrome: {chromedriverVersion: 83.0.4103.39 (ccbf011cb2d2b...,

userDataDir: C:\Users\ABHIRA~1\AppData\L...}, goog:chromeOptions: {debuggerAddress:

localhost:51626}, javascriptEnabled: true, networkConnectionEnabled: false,

pageLoadStrategy: normal, platform: WINDOWS, platformName: WINDOWS, proxy: Proxy(),

setWindowRect: true, strictFileInteractability: false, timeouts: {implicit: 0, pageLoad:

300000, script: 30000}, unhandledPromptBehavior: dismiss and notify,

webauthn:virtualAuthenticators: true}

Session ID: cd38169d83f8006efff8a1ddd48dcdb2

Status: Fail

